

# Tower Hamlets Partnership – The First six months

## Overview and Scrutiny Committee



*Building from Within*

At Agilisys we deliver success through innovation... working with our clients to transform services that make a difference to millions of people across the UK



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# What we signed upto in May



## 1 ICT Service

- Capability and investment to transform ICT to support the Council’s initiatives.
- ICT Services requirements all fully met with good level of KPIs

## 1 Savings

- Exceed the Council’s MFTP savings target of £3.250m in 3 years and delivers Year 1 saving of £2.5m

## 1 Local data centre and local TH office

## 1 Staff TUPE with same T&Cs, Pensions ion and no compulsory redundancies

## 1 Mayor’s Priorities

- Establish main UK headquarters for training and apprenticeships - £3.9 m investment over life of partnership:-
  - o 4,000 Basic skills training for residents
  - o 1,050 funded training places to NVQ level 3 places leading to...
  - o 250 apprenticeships leading to ...
  - o 250 sustainable jobs for residents

# Spirit of the Partnership



## 1 Reminder of Our Principles:

- A long term relationship that combines the strengths of Tower Hamlets Council and Agilisys and that will grow over time
- An investment in the Community to support Training, Job opportunities, re-generation, pride and confidence
- A Partnership flexible to change, reflecting the context and priorities for the Council
- A critical friend that will challenge and support through a period of change
- Contributing to the strategic and transformational agenda as well as running value for money investments
- Building on the capabilities and investments to “work alongside” and “not do it to” the Council
- Continuing to learn and build on experience with previous Partnerships
- Instilling the Council’s core values across the Partnership

# Partnership Transition



## Priorities for the first 6 months

We said in May	We have delivered
Meet our commitments to staff, training and career development	Delivered a successful staff transition, no down time. Staff training is taking place and individual plans finalised
Initiating Building from Within – first Apprentices August 2012	Agreed with you to move to Sept because of the Olympics – secured our premises in Whitechapel – first apprentices have joined Arch
Smooth transition of BAU and projects	Successful Transition
Move the Data Centre	Project on track as per plan
Understand your requirements/priorities for the coming year - Meetings in diaries with Directors and their DMTs	We have attended all DMTs and SMTs and work continuing to understand your plans

## Business as usual



- 1 Seamless transition
- 1 All services and projects transitioned successfully
- 1 Governance boards established
  - 4 Strategic operations boards held (meets monthly)
  - 1 Strategic partnership board held (meets quarterly)
  - The first mayor board scheduled for the 5<sup>th</sup> November
- 1 Robust KPIs in place and being achieved
- 1 Customer satisfaction surveys started
- 1 Key focus is on contract novations and the procurement process
- 1 Successfully supported the BOC during the Olympics
- 1 Successfully supported the OFSTED Inspection
- 1 Key focus of stabilising the Smarter Working infrastructure
- 1 Moving the staff out of Anchorage house by 1<sup>st</sup> December 2012

# Update on Projects



- 1 Smarter Working
  - VDI platform stable
  - Over 1000+ users logging in every day
- 1 Working with FM on a managed print solution
  - Audit of estate to enable VFM against Agilisys proposal
- 1 Variety of projects, including:
  - Providing IT services to new legal system
  - Looking at options in Adult services for e- market place solutions
  - Supporting the move of Public Health staff into the council
  - Reviewing options for single view of a child

# Employee Opinion results – 3 months in...



## What's working well

Survey question	Results
Overall satisfaction in current role	73%
I understand goals and objectives of the business	77%
I understand priorities and direction of myself and my team	85%
My manager is approachable and accessible and eliminates barriers	80%
Individual differences are respected (e.g. gender, Race and background)	92%

# Employee Opinion results



Where are we focussing on to improve

Survey question	Result	Action plan
I feel secure in my role	58%	Objectives and career development plans being put in place, knowledge workshops in place
Poor performance is managed appropriately	52%	All managers attending performance management workshops
Training is practical and support organisation goals	51%	All individuals having a 1-1 with their manager to agree training plans
Processes are continually improved	45%	Continuous service improvement plan launched in August



# Datacentre Move



- 1 Datacentre will be moved out of Anchorage House by the 31<sup>st</sup> January 2013
- 1 Power downs:
  - Landlord requires two Power downs in October 6/7 and 13/14
  - Christmas week the bulk of the equipment will be removed
    - o 27<sup>th</sup> – 30<sup>th</sup> December all systems will be shut down
  - Tier 1/2 specialised applications (Unix) will be moved 19/20<sup>th</sup> January
  - Contingency 26/27<sup>th</sup> January if needed
- 1 We want to attend all SMTs to communicate key dates and system downtime with you
- 1 We will need key people within directorates for user testing over these periods

# Mayor's Priorities update

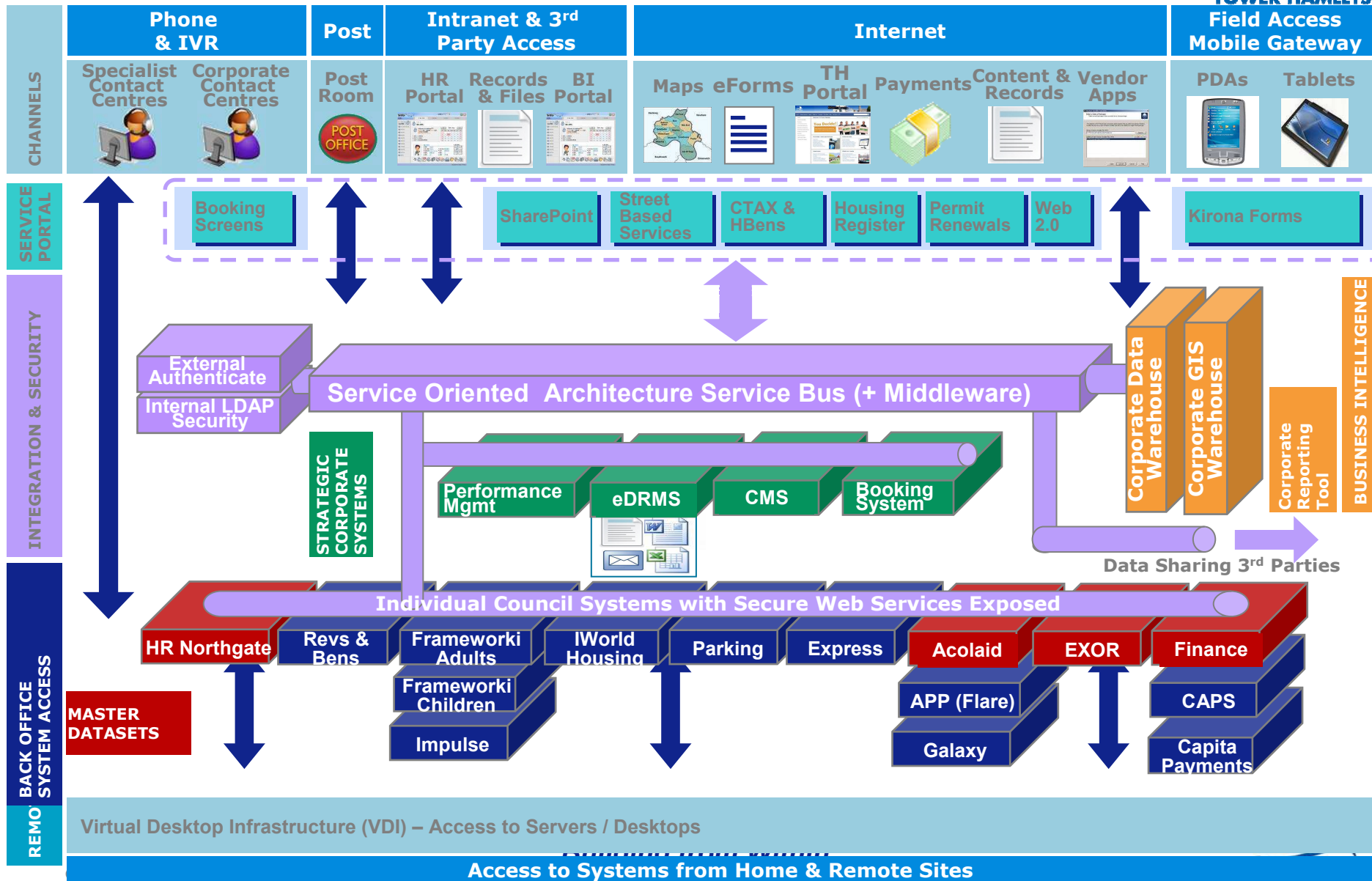


- 1 Very strong across council engagement
  - Attended the Apprenticeship Taskforce in May
- 1 Managed a joint recruitment campaign utilising East End Life
- 1 Agreed Knowledge career foundation days with Partners:
  - The Exchange Group
  - Skillsmatch
  - Tower Hamlets College
  - Community Learning & Ideas Stores
- 1 Met with the Young Mayor to explore Tower Hamlets youth employment focused website
- 1 Established a physical presence in the borough
  - Whitechapel
- 1 Appointed our first apprentices
- 1 Launched our website

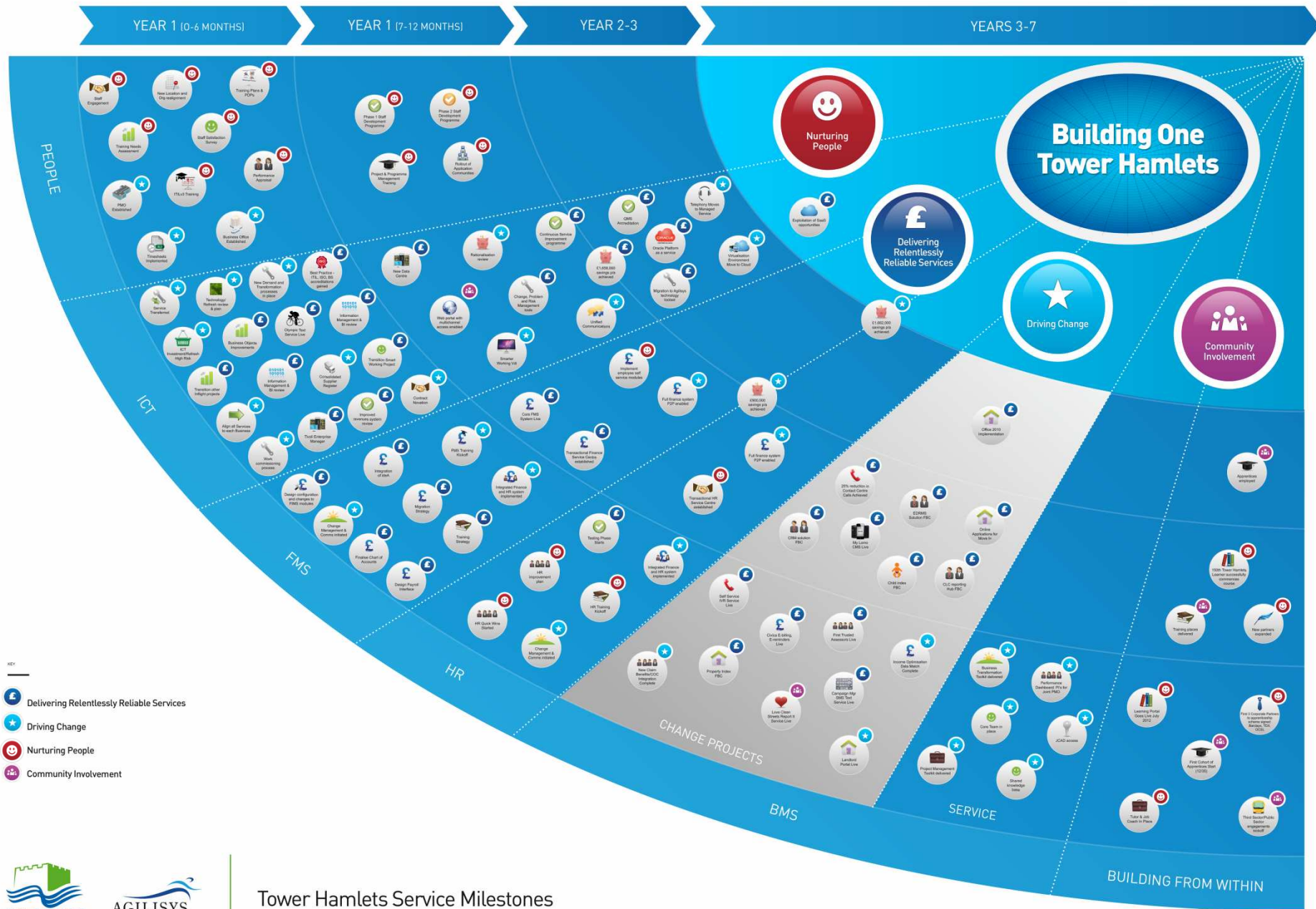
# IMS



TOWER HAMLETS



# Partnership Journey – Next stage?



Tower Hamlets Service Milestones